	Provider Number	Hospital Name	Address 1
210023		ANNE ARUNDEL MEDICAL CENTER	2001 MEDICAL PARKWAY
210013		BON SECOURS HOSPITAL	2000 W BALTIMORE STREET
210039		CALVERT MEMORIAL HOSPITAL	100 HOSPITAL ROAD
210035		CIVISTA MEDICAL CENTER	5 GARRETT AVENUE
210060		FORT WASHINGTON HOSPITAL	11711 LIVINGSTON ROAD
090004		GEORGETOWN UNIVERSITY HOSPITAL	3800 RESERVOIR RD
090001		GEORGE WASHINGTON UNIV HOSPITAL	900 23RD ST NW
210034		HARBOR HOSPITAL	3001 S HANOVER STREET
140133		HOLY CROSS HOSPITAL	2701 W 68TH STREET
210004		HOLY CROSS HOSPITAL	1500 FOREST GLEN ROAD
210048		HOWARD COUNTY GENERAL HOSPITAL	5755 CEDAR LANE
090003		HOWARD UNIVERSITY HOSPITAL	2041 GEORGIA AVE NW
490040		INOVA ALEXANDRIA HOSPITAL	4320 SEMINARY RD
490063		INOVA FAIRFAX HOSPITAL	3300 GALLOWS RD
490101		INOVA FAIR OAKS HOSPITAL	3600 JOSEPH SIEWICK DRIVE

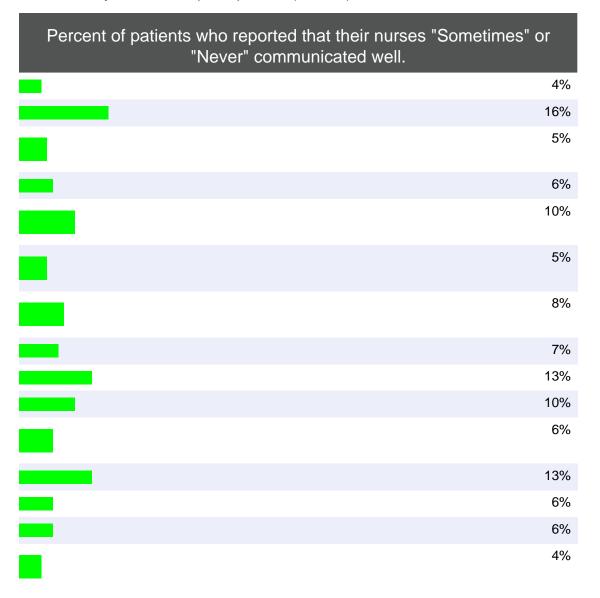
Page 1 of 102 02/22/2012

Address 2	Address 3	City	State
		ANNAPOLIS	MD
		BALTIMORE	MD
		PRINCE FREDERICK	MD
		LA PLATA	MD
		FORT WASHINGTON	MD
		WASHINGTON	DC
		WASHINGTON	DC
		BALTIMORE	MD
		CHICAGO	IL
		SILVER SPRING	MD
		COLUMBIA	MD
		WASHINGTON	DC
		ALEXANDRIA	VA
		FALLS CHURCH	VA
		FAIRFAX	VA

Page 2 of 102 02/22/2012

ZIP Code	County Name	Phone Number
21401	ANNE ARUNDEL	4434811307
21223	BALTIMORE CITY	4103623000
20678	CALVERT	4105358239
20646	CHARLES	3016094265
20744	PRINCE GEORGES	3012927000
20007	DISTRICT OF COLUMBIA	2027843000
20037	DISTRICT OF COLUMBIA	2027164605
21225	BALTIMORE CITY	4103503201
60629	COOK	7734718000
20910	MONTGOMERY	3017545400
21044	HOWARD	4107407710
20060	DISTRICT OF COLUMBIA	2027456100
22304	ALEXANDRIA CITY	7035043000
22042	FAIRFAX	7037763332
22033	FAIRFAX	7033913600

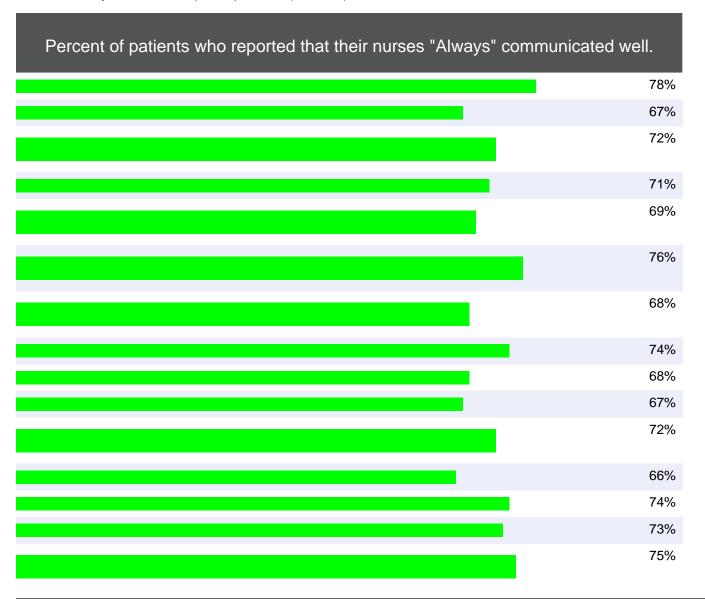
Page 3 of 102 02/22/2012



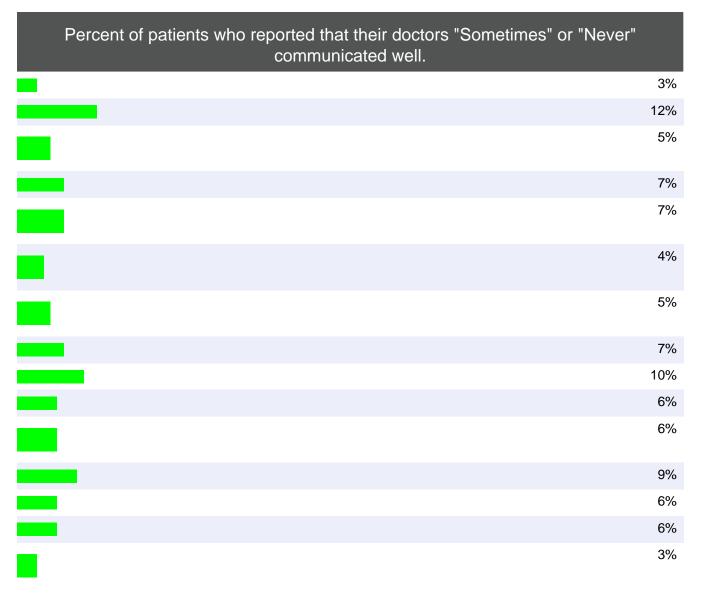
Page 4 of 102 02/22/2012



Page 5 of 102 02/22/2012



Page 6 of 102 02/22/2012



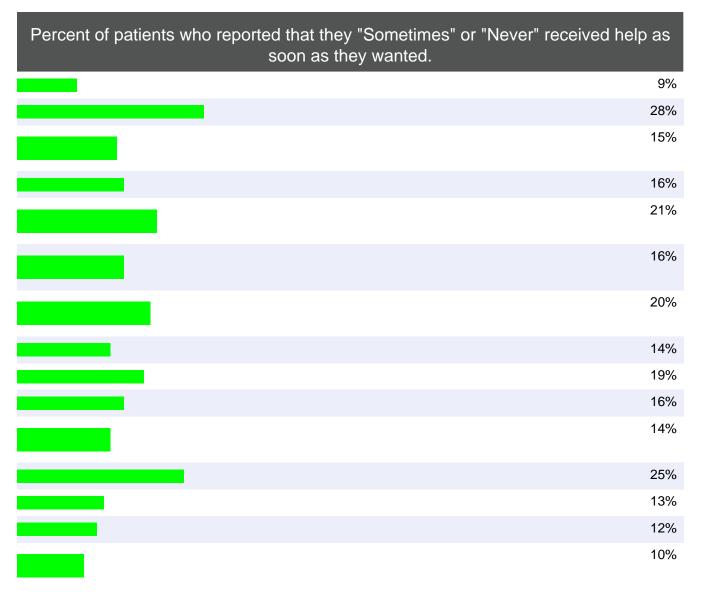
Page 7 of 102 02/22/2012

Percent of patients who reported that their doctors "Usually" commun	icated well.
	16%
	13%
	16%
	21%
	15%
	18%
	17%
	19%
	15%
	20%
	20%
	16%
	17%
	20%
	18%

Page 8 of 102 02/22/2012



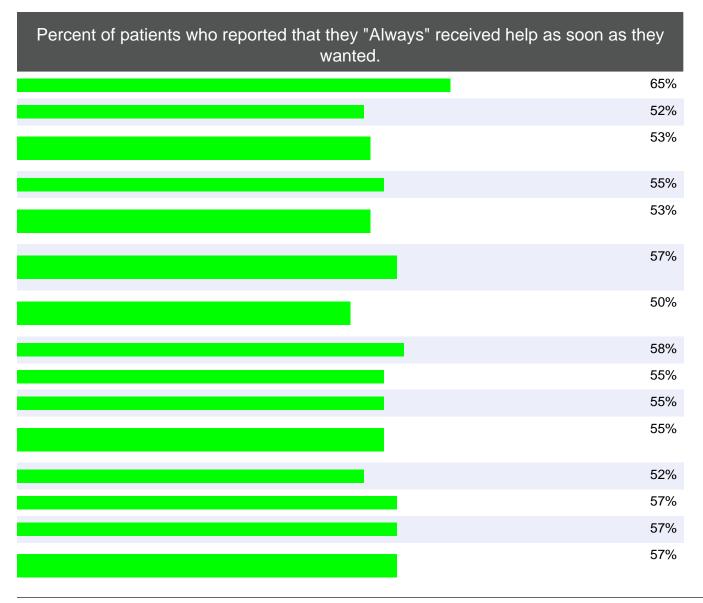
Page 9 of 102 02/22/2012



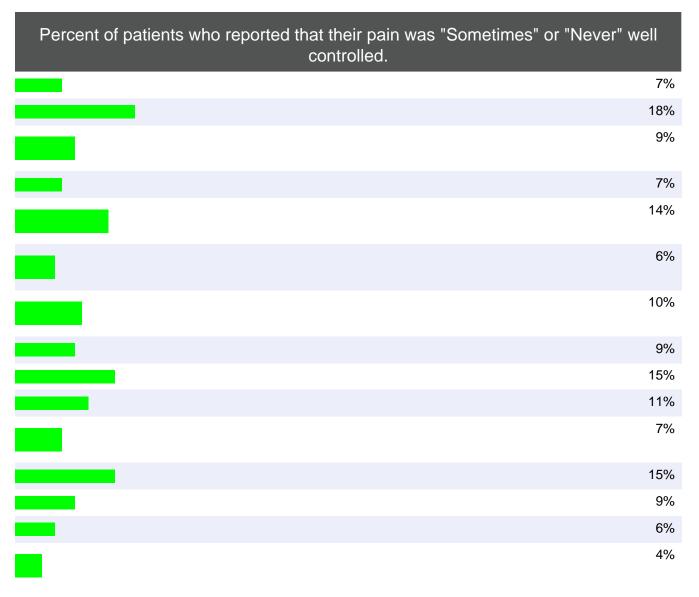
Page 10 of 102 02/22/2012



Page 11 of 102 02/22/2012



Page 12 of 102 02/22/2012



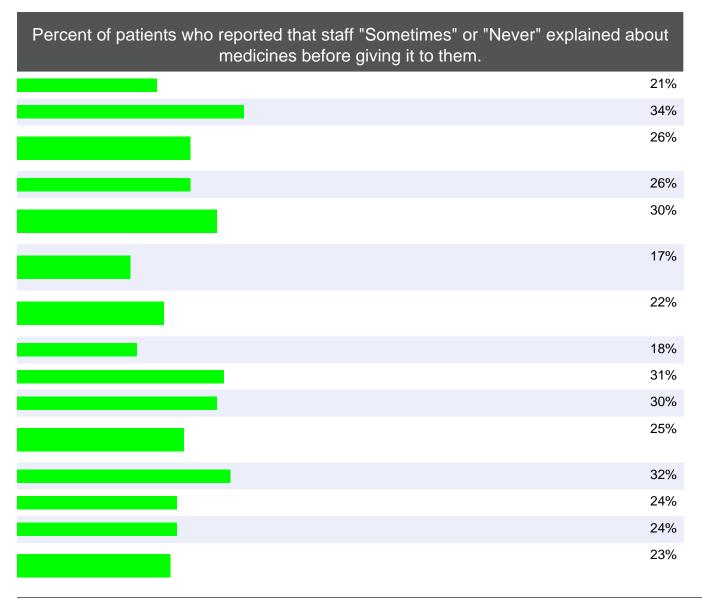
Page 13 of 102 02/22/2012



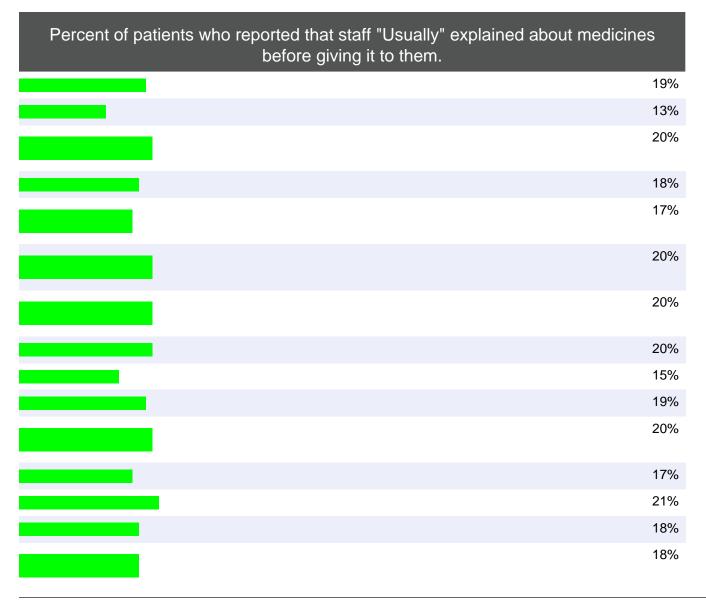
Page 14 of 102 02/22/2012



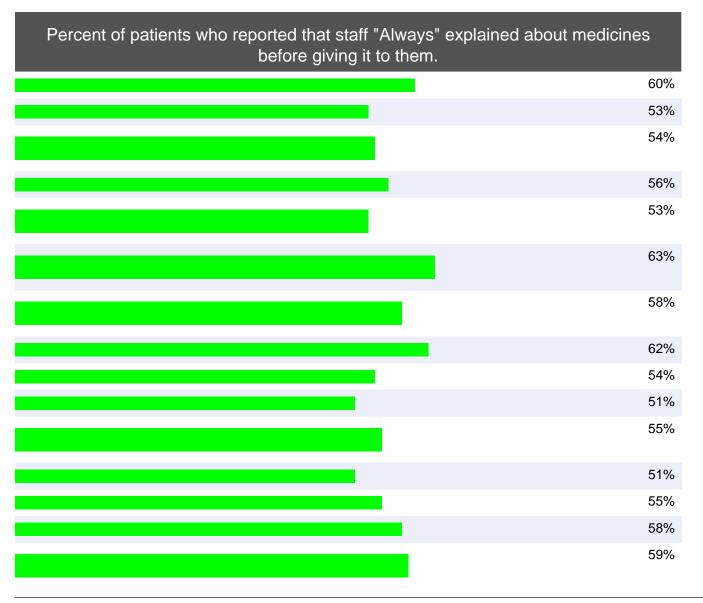
Page 15 of 102 02/22/2012



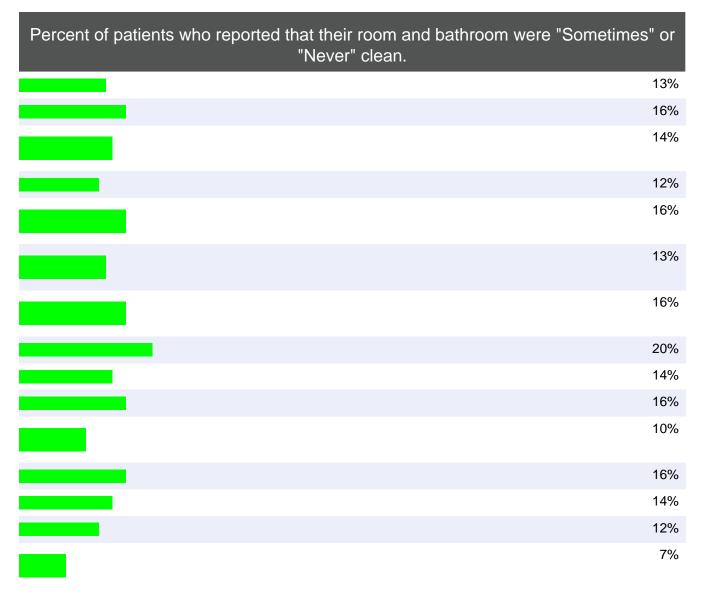
Page 16 of 102 02/22/2012



Page 17 of 102 02/22/2012



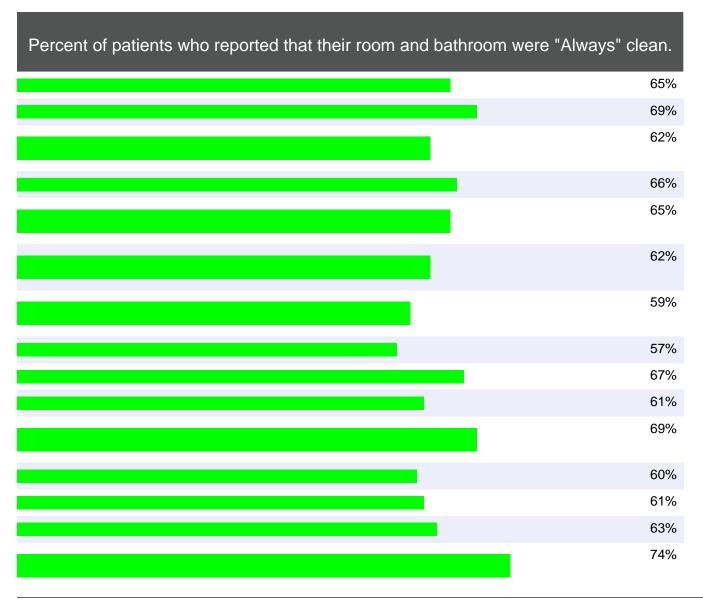
Page 18 of 102 02/22/2012



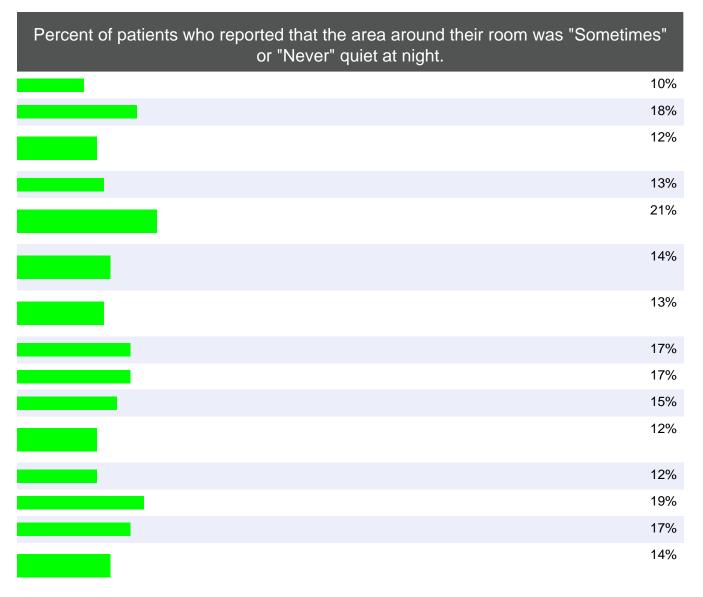
Page 19 of 102 02/22/2012

Percent of patients who reported that their room and bathroom were "l	Jsually" clean.
	22%
	15%
	24%
	22%
	19%
	25%
	25%
	23%
	19%
	23%
	21%
	24%
	25%
	25%
	19%

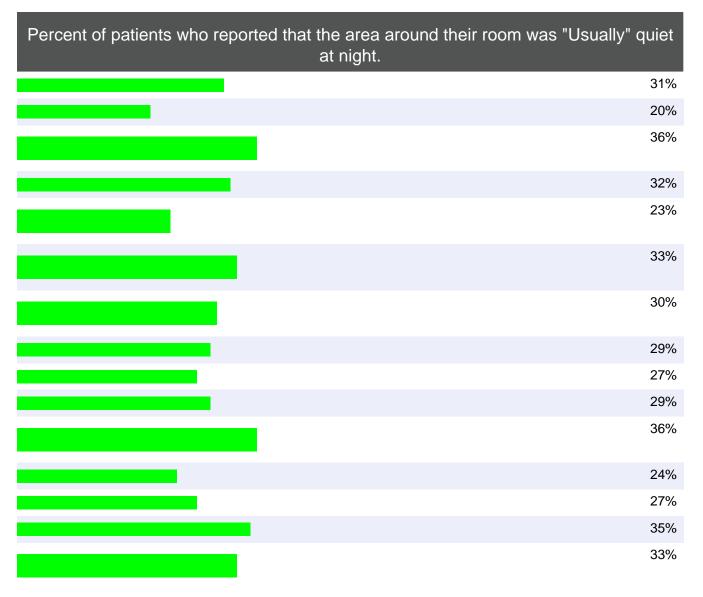
Page 20 of 102 02/22/2012



Page 21 of 102 02/22/2012



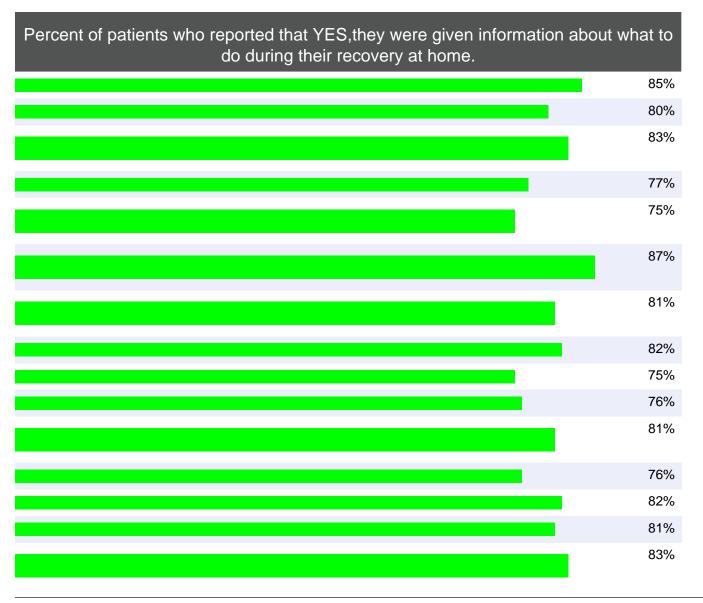
Page 22 of 102 02/22/2012



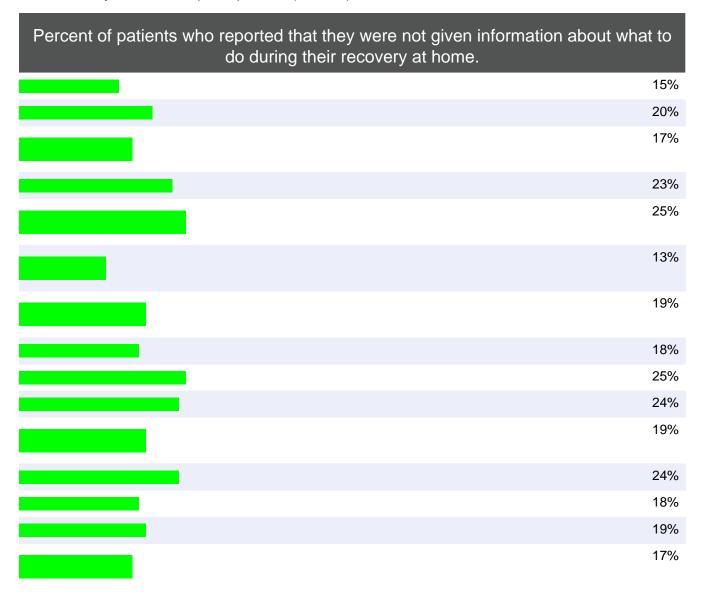
Page 23 of 102 02/22/2012



Page 24 of 102 02/22/2012



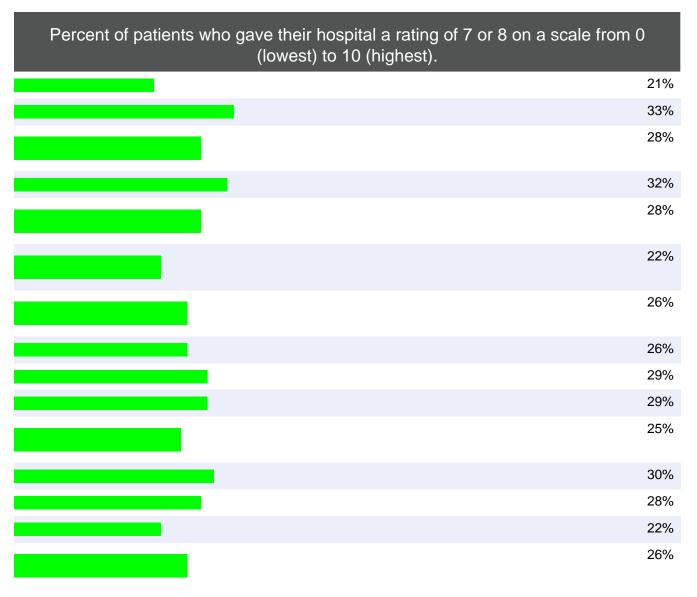
Page 25 of 102 02/22/2012



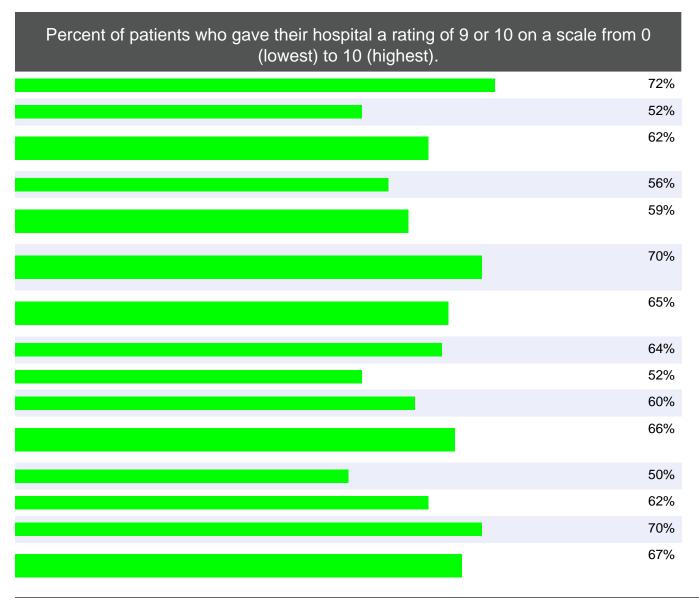
Page 26 of 102 02/22/2012

Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).			
	7%		
	15%		
	10%		
	12%		
	13%		
	8%		
	9%		
	10%		
	19%		
	11%		
	9%		
	20%		
	10%		
	8%		
	7%		

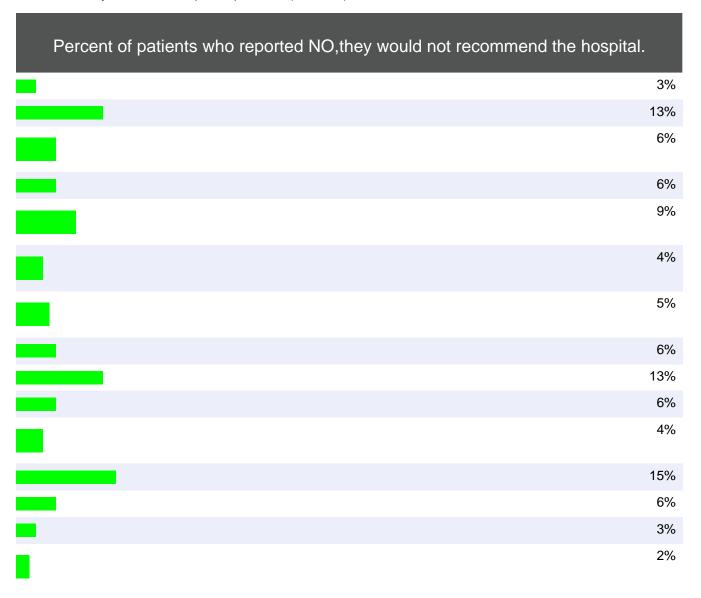
Page 27 of 102 02/22/2012



Page 28 of 102 02/22/2012



Page 29 of 102 02/22/2012



02/22/2012 Page 30 of 102



Page 31 of 102 02/22/2012



Page 32 of 102 02/22/2012

	Number of Completed Surveys
300 or more	

Page 33 of 102 02/22/2012

Sur	vey Response Rate Percent	Hospital Footnote
	34	1%
	17	7%
	29	9%
	31	1%
	27	7%
	27	7%
	31	1%
	22	2%
	19	9%
	26	5%
	31	1%
	11	1%
	34	1%
	34	1%
	34	1%

Page 34 of 102 02/22/2012

490043	INOVA LOUDOUN HOSPITAL	44045 RIVERSIDE PARKWAY
490122	INOVA MOUNT VERNON HOSPITAL	2501 PARKERS LANE
210029	JOHNS HOPKINS BAYVIEW MEDICAL CENTER	4940 EASTERN AVENUE
210009	JOHNS HOPKINS HOSPITAL, THE	600 NORTH WOLFE STREET
210055	LAUREL REGIONAL MEDICAL CENTER	7300 VAN DUSEN ROAD
210008	MERCY MEDICAL CENTER INC	301 ST PAUL PLACE
210018	MONTGOMERY GENERAL HOSPITAL INC	18101 PRINCE PHILIP DRIVE
210040	NORTHWEST HOSPITAL CENTER	5401 OLD COURT RD
210003	PRINCE GEORGES HOSPITAL CENTER	3001 HOSPITAL DRIVE
490045	PRINCE WILLIAM HOSPITAL	8700 SUDLEY RD
010090	PROVIDENCE HOSPITAL	6801 AIRPORT BOULEVARD
090006	PROVIDENCE HOSPITAL	1150 VARNUM ST NE
490107	RESTON HOSPITAL CENTER	1850 TOWN CENTER PARKWAY
210011	SAINT AGNES HOSPITAL	WILKENS & CATON AVENUES
490113	SENTARA POTOMAC HOSPITAL	2300 OPITZ BOULEVARD
210057	SHADY GROVE ADVENTIST HOSPITAL	9901 MEDICAL CTR DR

Page 35 of 102 02/22/2012

LEESBURG	VA
ALEXANDRIA	VA
BALTIMORE	MD
BALTIMORE	MD
LAUREL	MD
BALTIMORE	MD
OLNEY	MD
RANDALLSTOWN	MD
CHEVERLY	MD
MANASSAS	VA
MOBILE	AL
WASHINGTON	DC
RESTON	VA
BALTIMORE	MD
WOODBRIDGE	VA
ROCKVILLE	MD

Page 36 of 102 02/22/2012

20176	LOUDOUN	7038586600
22306	FAIRFAX	7036647000
21224	BALTIMORE CITY	4105500123
21287	BALTIMORE CITY	4109559540
20707	PRINCE GEORGES	3014977953
21202	BALTIMORE CITY	4103329237
20832	MONTGOMERY	3017748771
21133	BALTIMORE	4105215995
20785	PRINCE GEORGES	3016182000
20110	MANASSAS CITY	7033698000
36608	MOBILE	2516331000
20017	DISTRICT OF COLUMBIA	2022697000
20190	FAIRFAX	7036899018
21229	BALTIMORE CITY	4103682101
22191	PRINCE WILLIAM	7036701313
20850	MONTGOMERY	2408266472

Page 37 of 102 02/22/2012

5%
7%
5%
4%
15%
5%
8%
8%
16%
5%
6%
12%
6%
8%
8%
11%

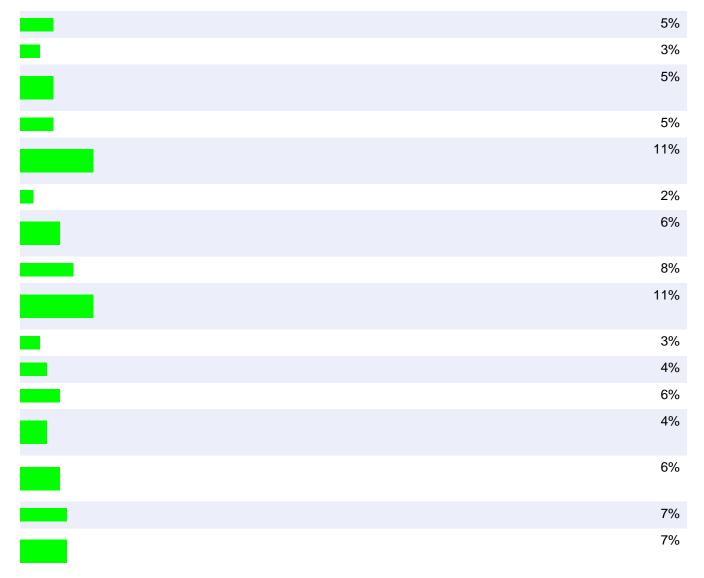
Page 38 of 102 02/22/2012

21%
21%
19%
18%
22%
17%
22%
20%
23%
19%
21%
17%
23%
19%
20%
25%

Page 39 of 102 02/22/2012



Page 40 of 102 02/22/2012



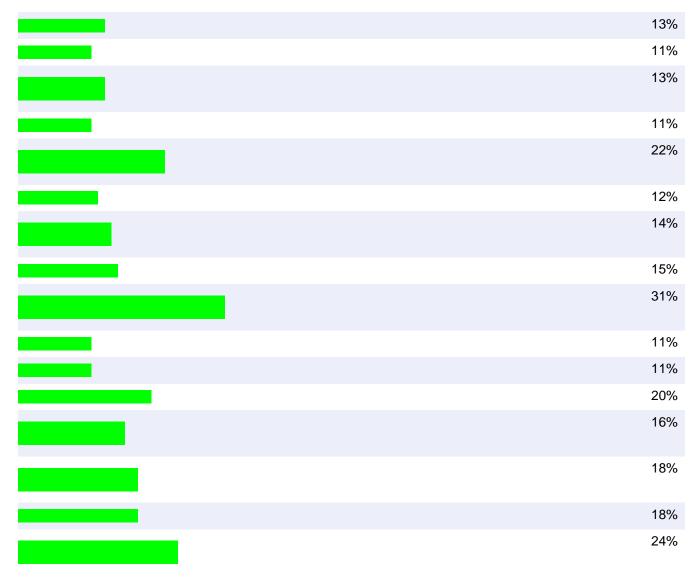
02/22/2012 Page 41 of 102

19%
17%
16%
15%
20%
15%
23%
19%
20%
17%
17%
14%
18%
15%
18%
19%

02/22/2012 Page 42 of 102



Page 43 of 102 02/22/2012



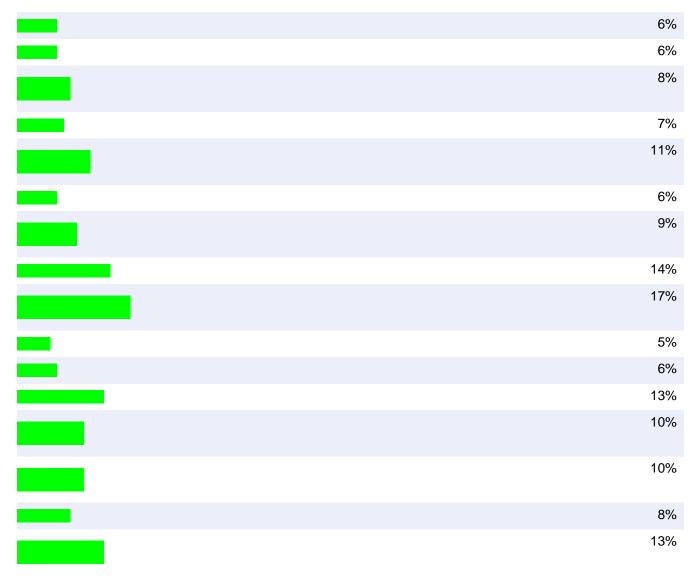
02/22/2012 Page 44 of 102



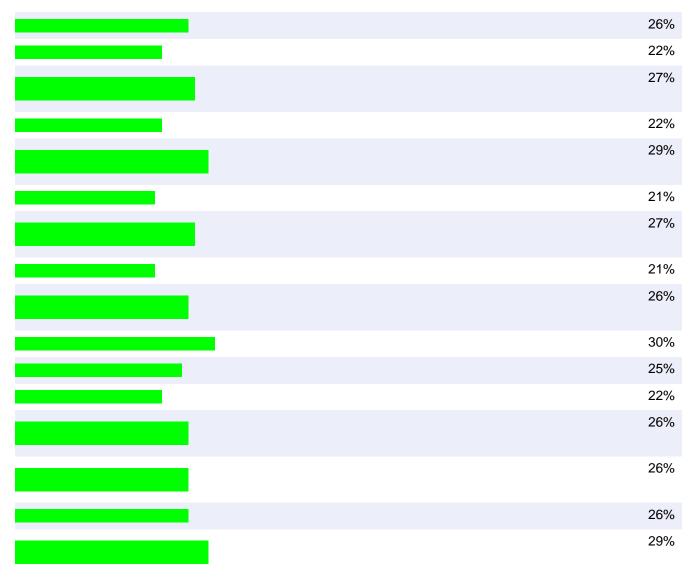
Page 45 of 102 02/22/2012



Page 46 of 102 02/22/2012



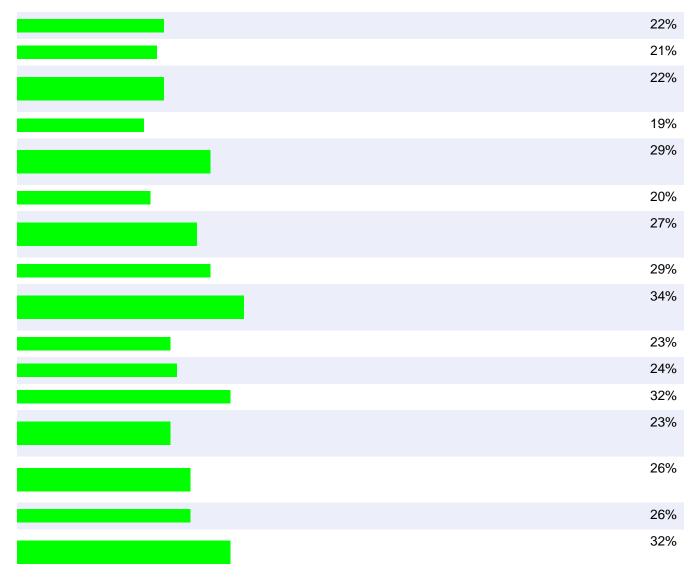
02/22/2012 Page 47 of 102



02/22/2012 Page 48 of 102



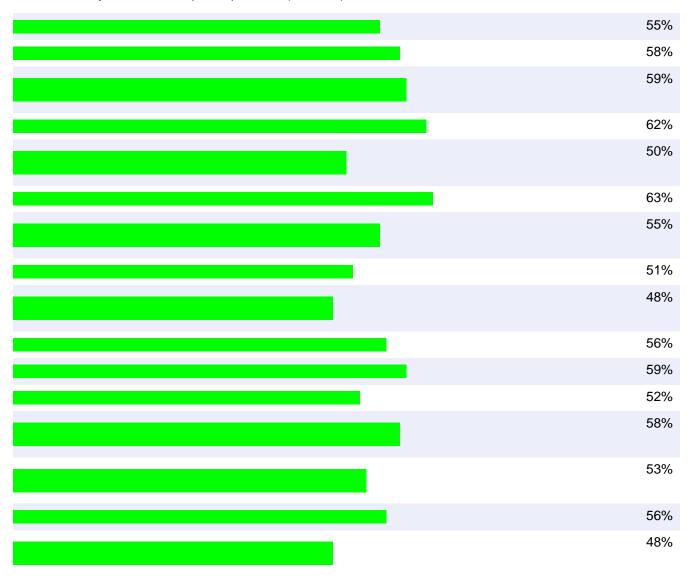
Page 49 of 102 02/22/2012



Page 50 of 102 02/22/2012

23%
21%
19%
19%
21%
17%
18%
20%
18%
21%
17%
16%
19%
21%
18%
20%

Page 51 of 102 02/22/2012



Page 52 of 102 02/22/2012

15%
12%
13%
11%
19%
12%
13%
18%
21%
6%
10%
15%
10%
21%
9%
21%

Page 53 of 102 02/22/2012

27%
25%
23%
22%
23%
22%
25%
25%
17%
19%
22%
17%
21%
25%
20%
25%

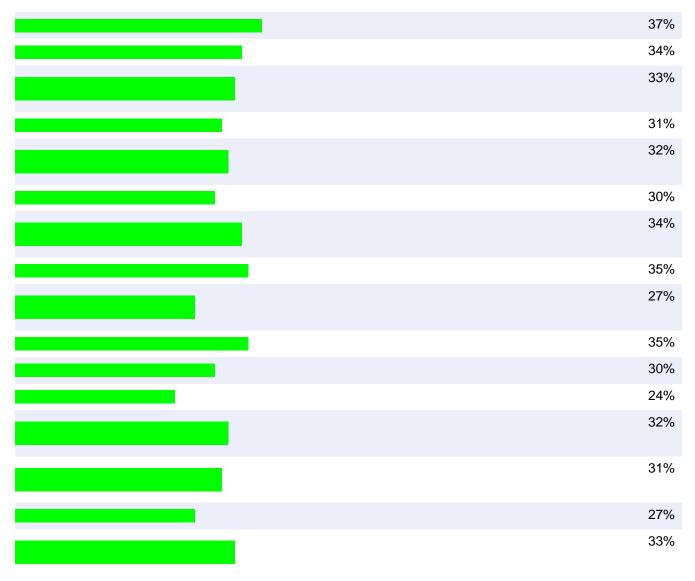
Page 54 of 102 02/22/2012



Page 55 of 102 02/22/2012

15%
14%
15%
13%
16%
10%
17%
12%
16%
15%
10%
13%
8%
15%
8%
16%

Page 56 of 102 02/22/2012



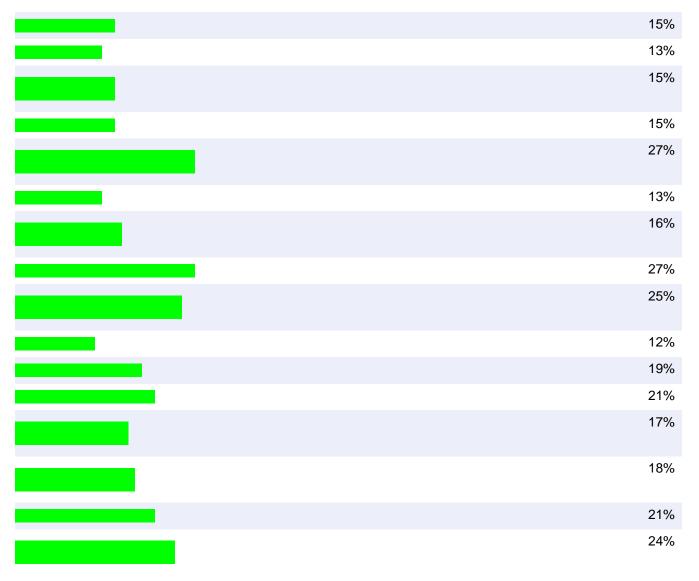
Page 57 of 102 02/22/2012



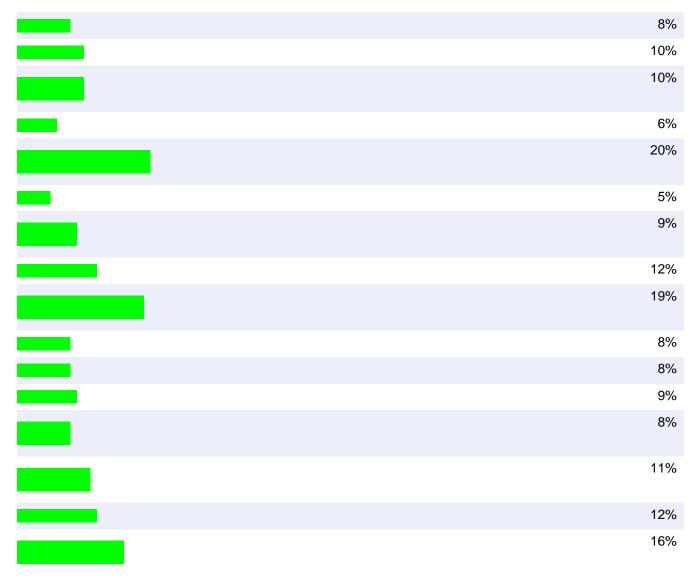
Page 58 of 102 02/22/2012



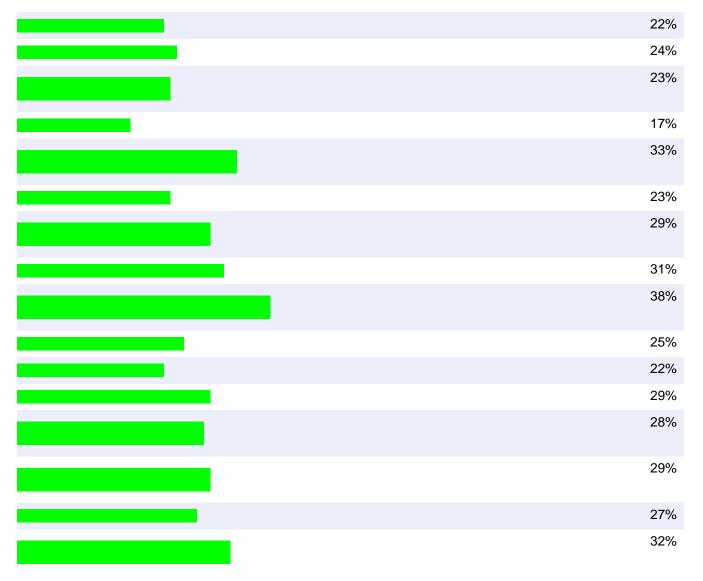
Page 59 of 102 02/22/2012



Page 60 of 102 02/22/2012



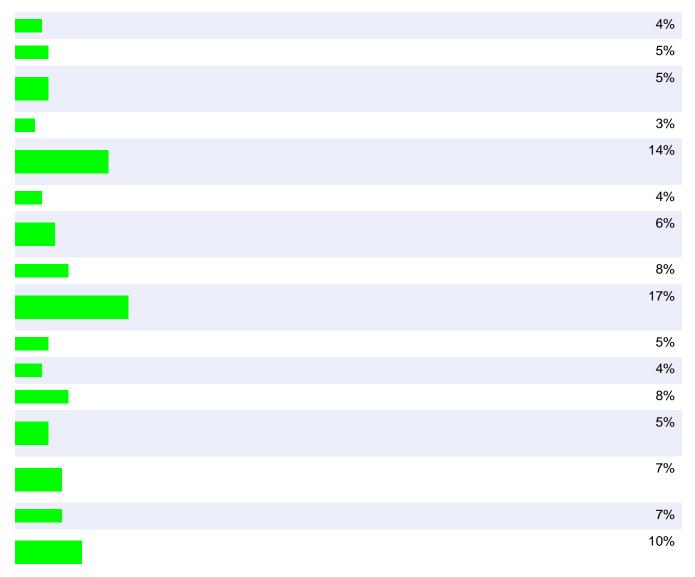
02/22/2012 Page 61 of 102



02/22/2012 Page 62 of 102



Page 63 of 102 02/22/2012



02/22/2012 Page 64 of 102



Page 65 of 102 02/22/2012



Page 66 of 102 02/22/2012

300 or more
300 or more

Page 67 of 102 02/22/2012

36%
40%
23%
29%
28%
35%
26%
22%
25%
32%
31%
30%
32%
29%
26%
28%

Page 68 of 102 02/22/2012

090005	SIBLEY MEMORIAL HOSPITAL	5255 LOUGHBORO RD NW
210012	SINAI HOSPITAL OF BALTIMORE	2401 WEST BELVEDERE AVE
210054	SOUTHERN MARYLAND HOSPITAL CENTER	7503 SURRATTS RD
490140	STAFFORD HOSPITAL CENTER	101 HOSPITAL CENTER BOULEVARD, SUITE 307
210022	SUBURBAN HOSPITAL	8600 OLD GEORGETOWN RD
210024	UNION MEMORIAL HOSPITAL	201 E UNIVERSITY PKY
090008	UNITED MEDICAL CENTER	1310 SOUTHERN AVENUE SE
210002	UNIVERSITY OF MARYLAND MEDICAL CENTER	22 S GREENE ST
490050	VIRGINIA HOSPITAL CENTER - ARLINGTON	1701 NORTH GEORGE MASON DRIVE
210016	WASHINGTON ADVENTIST HOSPITAL	7600 CARROLL AVE
090011	WASHINGTON HOSPITAL CENTER	110 IRVING ST NW

Page 69 of 102 02/22/2012

WASHINGTON	DC
BALTIMORE	MD
CLINTON	MD
STAFFORD	VA
BETHESDA	MD
BALTIMORE	MD
WASHINGTON	DC
BALTIMORE	MD
ARLINGTON	VA
TAKOMA PARK	MD
WASHINGTON	DC

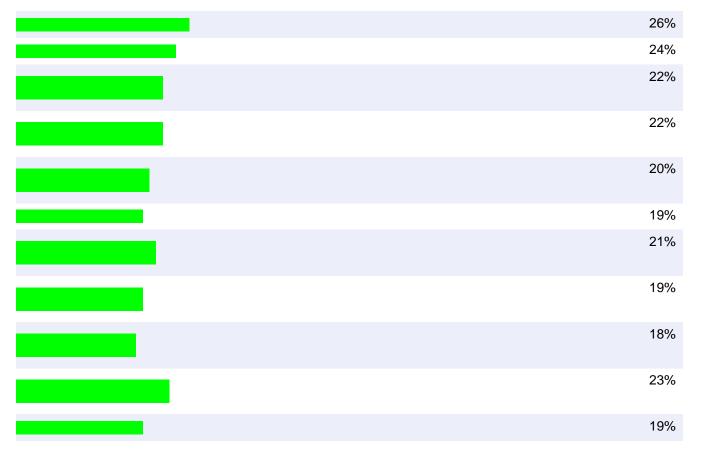
Page 70 of 102 02/22/2012

20016	DISTRICT OF COLUMBIA	2025374680
21215	BALTIMORE CITY	4106015131
20735	PRINCE GEORGES	3018774530
22554	STAFFORD	5407419000
20814	MONTGOMERY	3018962576
21218	BALTIMORE CITY	4105542227
20032	DISTRICT OF COLUMBIA	2025746611
21201	BALTIMORE CITY	4103280313
22205	ARLINGTON	7035585000
20912	MONTGOMERY	3018915651
20010	DISTRICT OF COLUMBIA	2028777000

Page 71 of 102 02/22/2012

7%
6%
10%
6%
5%
7%
16%
6%
4%
14%
9%

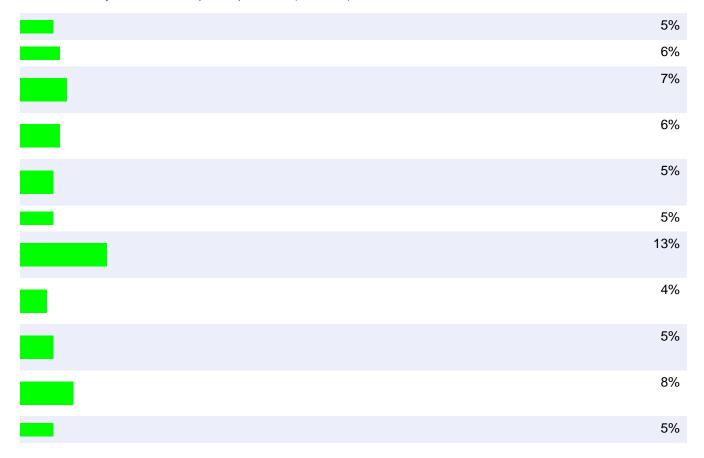
Page 72 of 102 02/22/2012



Page 73 of 102 02/22/2012



Page 74 of 102 02/22/2012



Page 75 of 102 02/22/2012

19%
21%
20%
19%
14%
15%
16%
16%
17%
16%
15%

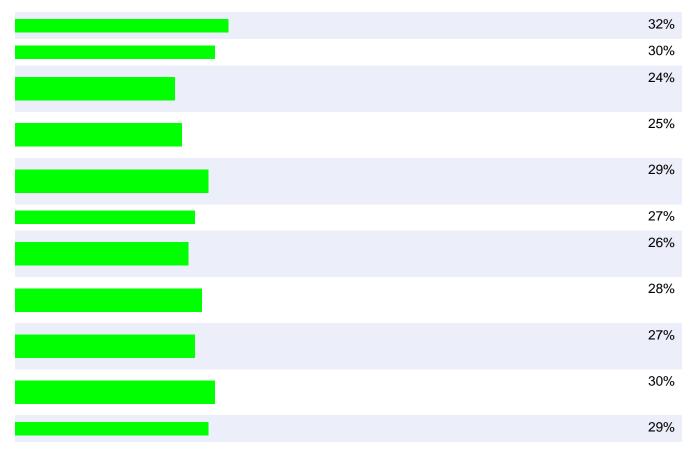
Page 76 of 102 02/22/2012



Page 77 of 102 02/22/2012

17%
18%
26%
20%
11%
15%
28%
13%
11%
26%
24%

Page 78 of 102 02/22/2012



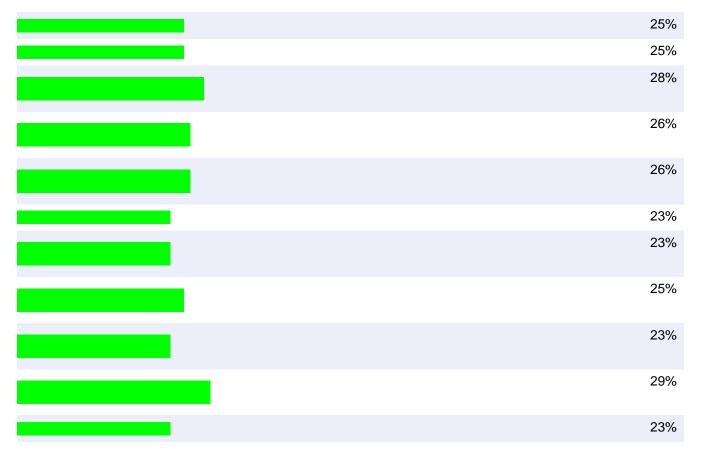
Page 79 of 102 02/22/2012



Page 80 of 102 02/22/2012

8%
13%
11%
12%
6%
11%
17%
7%
6%
15%
12%

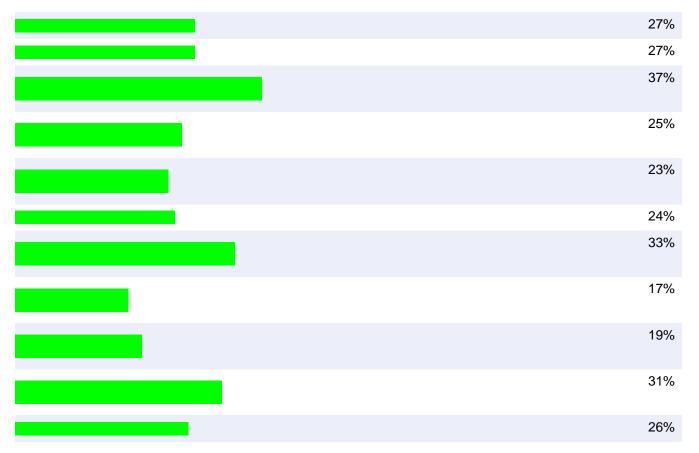
Page 81 of 102 02/22/2012



Page 82 of 102 02/22/2012



Page 83 of 102 02/22/2012



Page 84 of 102 02/22/2012

20%
19%
17%
19%
19%
16%
14%
18%
19%
21%
17%

Page 85 of 102 02/22/2012



Page 86 of 102 02/22/2012

10%
13%
18%
10%
13%
16%
22%
15%
6%
26%
15%

Page 87 of 102 02/22/2012

22%
27%
23%
15%
23%
23%
21%
22%
17%
25%
24%

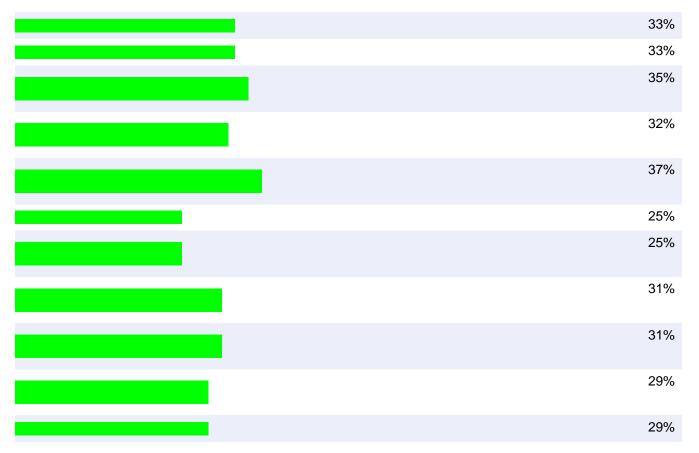
Page 88 of 102 02/22/2012



Page 89 of 102 02/22/2012

20%
15%
22%
15%
18%
9%
23%
16%
10%
24%
18%

Page 90 of 102 02/22/2012



Page 91 of 102 02/22/2012



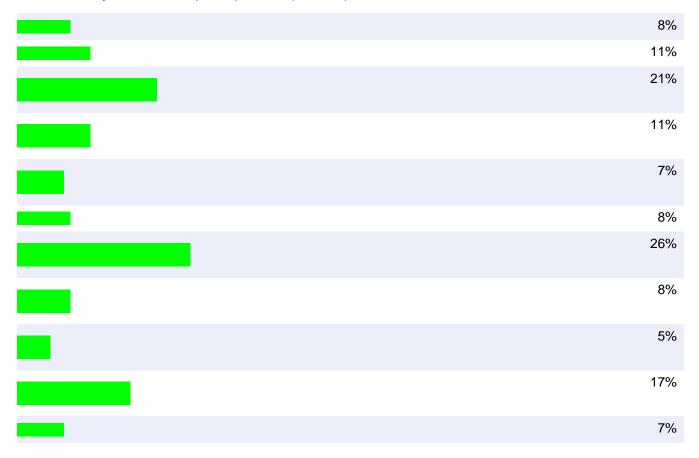
Page 92 of 102 02/22/2012



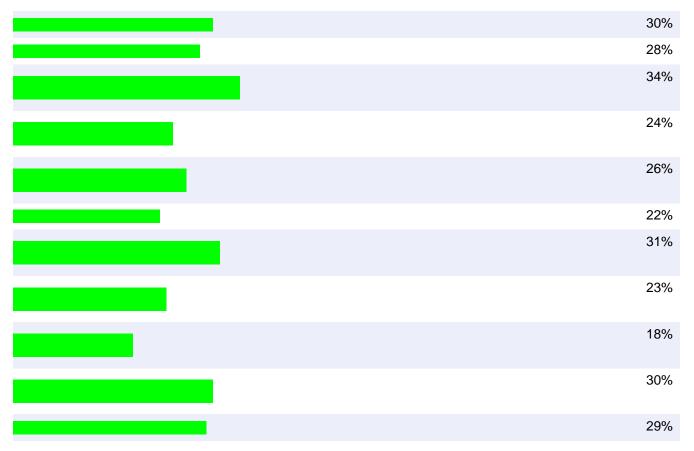
Page 93 of 102 02/22/2012

26%
19%
33%
22%
21%
18%
33%
12%
18%
24%
18%

Page 94 of 102 02/22/2012



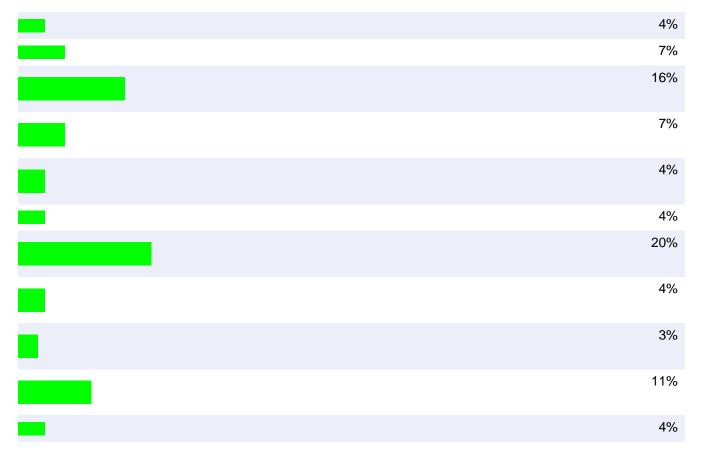
Page 95 of 102 02/22/2012



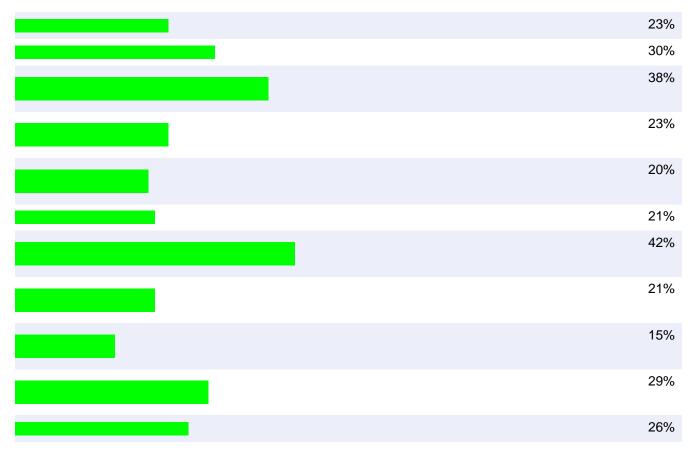
Page 96 of 102 02/22/2012



Page 97 of 102 02/22/2012



Page 98 of 102 02/22/2012



Page 99 of 102 02/22/2012



Page 100 of 102 02/22/2012

300 or more
300 or more

02/22/2012 Page 101 of 102

39%
23%
22%
27%
38%
29%
12%
30%
36%
24%
27%

02/22/2012 Page 102 of 102